

प्रेषक:

राजीव गुप्ता,
प्रमुख सचिव,
उत्तरांचल शासन।

सेवा में,

- 1-समस्त प्रमुख सचिव / सचिव, उत्तरांचल शासन,
- 2-मण्डलायुक्त, कुमाऊँ / गढ़वाल
- 3-समस्त अपर सचिव, उत्तरांचल शासन
- 4-समस्त जिलाधिकारी, उत्तरांचल।
- 5-समस्त विभागाध्यक्ष, उत्तरांचल।

सामान्य प्रशासन विभाग

देहरादून: दिनांक 20 अप्रैल, 2006

विषय: लोक सेवा दिवस मनाये जाने के सम्बन्ध में।

महोदय,

उपरोक्त विषयक मंत्रिमंडल सचिव, भारत सरकार, नई दिल्ली के आ.शा.050सं. 501/1/2/2006-सीए-व दिनांक 11 अप्रैल, 2006 की प्रति संलग्न करते हुए मुझे यह कहने का निदेश हुआ है कि प्रत्येक वर्ष दिनांक 21 अप्रैल को लोक सेवा दिवस के रूप में मनाये जाने का निर्णय लिया गया है।

कृपया इस सम्बन्ध में संलग्न पत्र में उल्लिखित दिशा निर्देशानुसार लोक सेवा दिवस मनाने की कार्यवाही करना सुनिश्चित करें।

संलग्नक: यथोक्त।

भवदीय,

Rajiv Gupta

(राजीव गुप्ता)
प्रमुख सचिव।



B. K. CHATURVEDI

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संख्या.../प्र.स.सचि./१०२/२००६
दिनांक...११/४/२००६

MOST IMMEDIATE

मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

D.O.No. 501/1/2/2006-CA.V
11th April, 2006.

Dear Shri Ramachandran,

Service delivery is key to good governance, and accordingly, the relevant organizational, management and technology aspects are being strengthened. The momentum has come from the ongoing administrative reforms.

सचिव, स.स.
नमि. (स.स.)
१०.४.२००६

मुख्य सचिव
संसद शासन
१०/४/०६
१०४.०४

2. I am writing to you essentially about the working ethos of our service delivery systems. Of relevance is the question whether performance levels are being consciously driven by the pursuit of excellence and a sense of pride in the work done. It is felt that we need to suitably motivate our personnel and take concrete measures in this regard. Service delivery, primarily addressing the 'common man', has to be enthused by 'public-spiritedness' and a good measure of objective idealism and normative benchmarks.

3. Economic growth, the knowledge renaissance and the current spurt of entrepreneurship, have kindled higher expectations from the Government to accelerate the spread of prosperity. The new aspirations, equations and entitlements are exemplified by the Rural Employment Guarantee and the Right to Information enactments and many other legislative and policy initiatives for promoting social and economic advancement. Hence, the requisite sensibilities about duty and responsibility must be inculcated in the personnel with regard to the needs of the target groups.

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4. Excellence cannot be promoted unless there is pride in the work being done. Civil servants at all levels must feel motivated to achieve their best. We have to raise our standards so that positive performance and outcomes becomes the rule. It is heartening that there are many who have made outstanding contribution to reforms and the efficient management of public services. Such instances, you will agree, have to multiply for imparting due momentum and effectiveness to the delivery systems in the direction sought.

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5. In this context, it has been decided that 21st April be earmarked every year as Civil Service Day, an occasion when we rededicate ourselves to the cause of the citizens and renew our commitment to public service and excellence in work. In light of the above, you may review the position in your State and take such steps including the promotion of 'best practices' as may be necessary for improving governance and motivating officers to achieve their best.

१३६/प्र.स.सचि./२०
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6. In brief, while the service delivery mechanisms are being built up and upgraded on a number of counts, I wish to underline the need to invigorate the system with a robust sense of obligation and duty to society, which engenders excellence and pride in accomplishing public-oriented objectives.

7. If you have any suggestions, please let me know.

Yours sincerely,

B. K. Chaturvedi

(B.K. Chaturvedi)

**Shri M. Ramachandran,
Chief Secretary,
Government of Uttaranchal,
Dehradun.**